

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
DUTY STATEMENT**

CLASSIFICATION TITLE Office Technician (T)	DISTRICT/DIVISION/OFFICE Office of Business & Economic Opportunity	
WORKING TITLE Office Technician	POSITION NUMBER 913-088-1139-XXX	EFFECTIVE March 2014

As a valued member of the California Department of Transportation (Caltrans) team, you make it possible for Caltrans to improve the mobility across California by being innovative and flexible; reporting to work regularly and on time; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team, as well as those we serve.

GENERAL STATEMENT:

Under the guidance and general direction of the Office Chief, Policy and Reports Branch and Outreach & Training Branch, a Staff Services Manager (SSM) II, the Office Technician receives routine assignments from the SSM II and provides a full range of office support services to both the staff of Policy and Reports Branch (PRB) and the Outreach & Training Branch (OTB). Receive direction also from two Staff Services Manager (SSM) I's or designee. Specific duties include, but are not limited to:

TYPICAL DUTIES:

- 40% (E) Types and formats correspondence including letters, memos, agendas, meeting minutes, weekly notable for management; secures necessary management approvals; maintains a correspondence tracking system to ensure timely and accurate distribution. With assistance, compose and type correspondence, including responses to requests for program information, based on knowledge, application of policies and procedures.

- 30% (E) Provide office/clerical support services by sorting, date stamping, and distributing mail to various staff within the Branches. Maintains correspondence templates and letters in the shared folder, makes revisions and receives approval from the SSM II to finalize. Prepare and assemble folders, tracks, and prepares status reports on assignments given to Branch staff. Makes copies of items for distribution to staff and others. Ensure Branch office equipment is in good working order, request service on office equipment as needed, and maintain or obtain office supplies for Branch staff. Prepare mass mailings, including documents for reproduction, deliver and retrieve reprographic orders and process and assemble documents. Set up, send invitations, and secure conference rooms for various meetings and outreach events.

- 20% (M) Receive and screen office visitors and phone calls. Responds to telephone, fax, and email communications, including responses to basic program questions, requests for written information, and direct incoming communications to appropriate management and / or staff.
- 10% (M) Make travel arrangements and reservations for management, and appropriate staff members as needed. Maintain and update a support desk procedural manual. Back up the Executive Secretary and other Office Technicians as needed.

SUPERVISION RECEIVED:

Receives supervision, guidance, and general direction from the Staff Services Manager II.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS:

Knowledge of computer word-processing applications and basic understanding of spreadsheet applications are desired. Strong oral and written communication skills including vocabulary, punctuation and grammar is required. Strong proofing skills, document management and word processing skills are required. The ability work cooperatively with a wide range of personnel; handle and effectively direct inquiries from the public and managers; must have excellent telephone techniques; the ability to follow oral and written instruction and the use of good judgment is critical.

RESPONSIBILITY FOR DECISIONS, ACTIONS, AND CONSEQUENCES:

The incumbent is expected to perform and coordinate a wide variety of complex support duties. As part of a team, the incumbent is responsible for providing efficient, effective, reliable and responsive support service to staff.

PUBLIC AND INTERNAL CONTACTS:

The incumbent will interact regularly with all levels of staff throughout the Department, and with representatives of local, regional, state, and federal agencies, and the public.

WORK ENVIRONMENT:

The incumbent will work in a climate-controlled office under artificial lighting. Due to periodic problems with the heating and air conditioning, the building temperature will fluctuate.

PHYSICAL, MENTAL AND EMOTIONAL EQUIREMENTS:

Employee may be required to sit for long periods of time using a keyboard and video display terminal. Requires the ability to develop and maintain cooperative working relationships. Must be able to sustain mental activity as needed to complete assignments. Must have the ability to multi-task, adapt to changes in priorities, and complete tasks or projects with short notice. Must be able to organize and prioritize large volumes of varied documents. Employee must be able to deal effectively under pressure, maintain focus, and intensity even under adversity. Must be open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles.

I have read and understand the duties above and can perform them with/without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE'S NAME (Please Print)

EMPLOYEE'S SIGNATURE DATE

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

SUPERVISOR'S NAME (Please Print)

SUPERVISOR DATE